

Listing of Claims

Claim 1 (original): An order optimization system, comprising:

a device, said device being capable of communicating with an establishment computer and transmitting an order to said establishment computer, said establishment computer having software enabled means for receiving said order, assigning resources to said order, and commanding the fulfillment of said order.

Claim 2 (previously withdrawn): The order optimization system according to claim 1, wherein said establishment computer is capable of communicating with a financial institution for electronically processing payments.

Claim 3 (previously withdrawn): The order optimization system according to claim 1, further comprising a third party computer, wherein said device communicates with said establishment computer through said third party computer.

Claim 4 (previously withdrawn): The order optimization system according to claim 3, wherein said third party computer is capable of communicating with a financial institution for electronically processing payments.

Claim 5 (currently withdrawn): The order optimization system according to claim 1, wherein said device communicates with said establishment computer via a network protocol.

Claim 6 (currently withdrawn): The order optimization system according to claim 5, wherein said network protocol is a wireless Ethernet network.

Claim 7 (currently withdrawn): The order optimization system according to claim 5, wherein said network protocol is a telephone network.

Claim 8 (currently withdrawn): The order optimization system according to claim 5, wherein said network protocol is an Internet connected network.

Claim 9 (currently withdrawn): The order optimization system according to claim 1, wherein said device is a kiosk comprising a computer, a display, and a means for receiving input.

Claim 10 (original): The order optimization system according to claim 1, wherein said device is a telephone.

Claim 11 (currently withdrawn): The order optimization system according to claim 10, wherein said telephone is a cellular telephone.

Claim 12 (currently withdrawn): The order optimization system according to claim 10, wherein said telephone communicates with said establishment computer via an interactive voice response system.

Claim 13 (currently withdrawn): The order optimization system according to claim 11, wherein said cellular telephone communicates with said establishment computer via an interactive voice response system.

Claim 14 (currently withdrawn): The order optimization system according to claim 1, wherein said device is a personal digital assistant.

Claim 15 (currently withdrawn): The order optimization system according to claim 1, wherein said device is a personal computer.

Claim 16 (previously withdrawn): The order optimization system according to claim 1, wherein said system comprises means for determining and transmitting information regarding the location of said device.

Claim 17 (previously withdrawn): The order optimization system according to claim 16, wherein said means for determining device location comprises a global positioning system.

Claim 18 (previously withdrawn): The order optimization system according to claim 16, wherein said means for determining device location comprises a satellite-based radio positioning system.

Claim 19 (previously withdrawn): The order optimization system according to claim 16, wherein said means for determining device location comprises cellular tower triangulation.

Claim 20 (previously withdrawn): The order optimization system according to claim 16, wherein said means for determining device location comprises reading the location of an RF ID tag associated with said device.

Claim 21 (previously withdrawn): The order optimization system according to claim 1, wherein said establishment computer further comprises software enabled means for commanding a notification message.

Claim 22 (currently withdrawn): The order optimization system according to claim 1, wherein said software enabled means for receiving said order comprises a telephony system, wherein said order is input via keypad selections.

Claim 23 (original): The order optimization system according to claim 1, wherein said software enabled means for receiving said order comprises a telephony system, wherein said order is input via audible communication.

Claim 24 (currently withdrawn): The order optimization system according to claim 22, wherein

 said means for receiving said order comprises means for identifying the customer placing said order, and

 said telephony system comprises a memory, and software enabled means for querying said memory for said customer's previous order history and order preferences.

Claim 25 (currently withdrawn): The order optimization system according to claim 24, wherein said means for identifying the customer placing said order comprises an inputted personal identification number.

Claim 26 (currently withdrawn): The order optimization system according to claim 24, wherein said means for identifying the customer placing said order comprises a means for identifying the telephone number being used to access said telephony system.

Claim 27 (currently withdrawn): The order optimization system according to claim 24, wherein said means for receiving said order further comprises software enabled means for offering said customer a preferred order.

Claim 28 (currently withdrawn): The order optimization system according to claim 24, wherein said means for receiving said order further comprises software enabled means for offering said customer a previously ordered order.

Claim 29 (currently withdrawn): The order optimization system according to claim 24, wherein said means for receiving said order further comprises software enabled means for offering said customer a predetermined order associated with said customer.

Claim 30 (original): The order optimization system according to claim 1, wherein said means for receiving said order comprises software enabled mean for displaying a series of hierachal menus on a visual display.

Claim 31 (original): The order optimization system according to claim 1, wherein said means for assigning resources to said order comprises software enabled means for determining the availability of at least one limiting resource necessary to fulfill said order.

Claim 32 (original): The order optimization system according to claim 31, wherein said means for determining the availability of at least one limiting resource necessary to fulfill said order comprises software enabled means for referring to a look-up table comprising information that associates different types of limiting resources with different types of orders.

Claim 33 (original): The order optimization system according to claim 31, wherein said means for assigning resources to said order comprises software enabled means for determining a set of components for said order, and software enabled means for determining the availability of at least one limiting resource necessary to fulfill each of said order components.

Claim 34 (original): The order optimization system according to claim 33, wherein said means for determining the availability of at least one limiting resource necessary to fulfill said order components comprises software enabled means for referring to a look-up table comprising information that associates different types of limiting resources with different order components.

Claim 35 (previously withdrawn): The order optimization system according to claim 32, wherein said means for assigning resources to said order further comprises software enabled means for matching an order, or component thereof, to a limiting resource.

Claim 36 (previously withdrawn): The order optimization system according to claim 35, wherein said means for matching an order, or component thereof, to a limiting resource comprises software enabled optimization rules.

Claim 37 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise assigning an available resource to an earliest placed order in a set of pending orders.

Claim 38 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise minimizing idle time for said limiting resources.

Claim 39 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise maximizing order throughput.

Claim 40 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise minimizing total customer wait time.

Claim 41 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise maximizing establishment employee utilization.

Claim 42 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise maximizing delivery driver utilization.

Claim 43 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise valuing time as a function of time.

Claim 44 (previously withdrawn): The order optimization system according to claim 36, wherein said optimization rules comprise optimizing service to customers having differing service levels.

Claim 45 (currently withdrawn): The order optimization system according to claim 1, wherein said means for commanding the fulfillment of said order comprises software enabled means for determining a starting time for preparing each order, or component thereof.

Claim 46 (currently withdrawn): The order optimization system according to claim 45, wherein said means for determining a starting time for preparing each order, or component thereof, comprises software enabled means for estimating an arrival time of a customer at an establishment and determining a starting time for preparing each order, or component thereof, such that order completion coincides with said customer's estimated arrival time.

Claim 47 (currently withdrawn): The order optimization system according to claim 45, wherein said means for determining a starting time for preparing each order, or component thereof, comprises software enabled means for estimating an arrival time of a delivery driver at an establishment and determining a starting time for preparing each order, or component thereof, such that order completion coincides with said delivery driver's estimated arrival time.

Claim 48 (currently withdrawn): The order optimization system according to claim 46, wherein said means for estimating an arrival time of said customer comprises tracking said customer's location.

Claim 49 (currently withdrawn): The order optimization system according to claim 48, wherein tracking said customer's location comprises tracking said customer's location, direction, and speed of travel.

Claim 50 (currently withdrawn): The order optimization system according to claim 47, wherein said means for estimating an arrival time of said delivery driver comprises tracking said driver's location.

Claim 51 (currently withdrawn): The order optimization system according to claim 50, wherein tracking said driver's location comprises tracking said driver's location, direction, and speed of travel.

Claim 52 (currently withdrawn): The order optimization system according to claim 46, wherein said means for estimating an arrival time of a customer comprises tracking a vehicle on or in which said customer is traveling.

Claim 53 (currently withdrawn): The order optimization system according to claim 52, wherein tracking a vehicle on or in which said customer is traveling comprises tracking said vehicle's location, direction, and speed of travel.

Claim 54 (currently withdrawn): The order optimization system according to claim 52, wherein said vehicle is an airplane and said means for estimating an arrival time of said customer comprises estimating a time spent deplaning and traveling from an arrival gate.

Claim 55 (currently withdrawn): The order optimization system according to claim 46, where said estimated arrival time is a limiting resource.

Claim 56 (currently withdrawn): The order optimization system according to claim 47, where said estimated arrival time is a limiting resource.

Claim 57 (currently withdrawn): The order optimization system according to claim 1, wherein said means for commanding the fulfillment of said order comprises software enabled means for determining whether a triggering condition is satisfied.

Claim 58 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a customer's arrival at a predetermined location.

Claim 59 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a delivery driver's arrival at a predetermined location.

Claim 60 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a delivery driver's proximity to a predetermined location.

Claim 61 (currently withdrawn): The order optimization system according to claim 57, wherein said means for commanding the fulfillment of said order comprises notifying a customer when a delivery driver is within a predetermined distance from a predetermined location.

Claim 62 (currently withdrawn): The order optimization system according to claim 57, wherein commanding the fulfillment of said order comprises changing an ON/OFF state of an electrical device.

Claim 63 (previously withdrawn): The order optimization system according to claim 1, wherein said system further comprises software enabled means for confirming the completion of said order.

Claim 64 (previously withdrawn): The order optimization system according to claim 63, wherein said means for confirming the completion of said order comprises means for receiving a confirmation notification from a device.

Claim 65 (previously withdrawn): The order optimization system according to claim 64, wherein said device is associated with a delivery driver.

Claim 66 (previously withdrawn): The order optimization system according to claim 65, wherein said device is a telephone.

Claim 67 (previously withdrawn): The order optimization system according to claim 65, wherein said device is a PDA.

Claim 68 (previously withdrawn): The order optimization system according to claim 65, wherein said device is to be located at an establishment fulfilling said order.

Claim 69 (previously withdrawn): The order optimization system according to claim 1, wherein said system further comprises software enabled means for sending a notification of a request to a device.

Claim 70 (previously withdrawn): The order optimization system according to claim 69, wherein said request is a request for confirmation of completion of said order.

Claim 71 (previously withdrawn): The order optimization system according to claim 70, wherein said device is associated with a delivery driver.

Claim 72 (previously withdrawn): The order optimization system according to claim 71, wherein said device is a telephone.

Claim 73 (previously withdrawn): The order optimization system according to claim 71, wherein said device is a PDA.

Claim 74 (previously withdrawn): The order optimization system according to claim 71, wherein said device is to be located at an establishment fulfilling said order.

Claim 75 (currently withdrawn): The order optimization system according to claim 1, wherein commanding the fulfillment of said order comprises sending a notification to a device of a delivery driver associated with said order.

Claim 76 (original): The order optimization system according to claim 1, wherein commanding fulfillment of said order comprises sending notification of an assigned, an un-assigned and a re-assigned order, to a delivery driver.

Claim 77 (currently withdrawn): The order optimization system according to claim 1, wherein commanding the fulfillment of said order comprises sending a customer a notification upon a delivery of said order.

Claim 78 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises the time remaining in a sporting event.

Claim 79 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a score in a sporting event.

Claim 80 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises an event in a sporting event.

Claim 81 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises completion of the preparation of all of the meals for a delivery driver's delivery run.

Claim 82 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a time remaining in a televised event.

Claim 83 (currently withdrawn): The order optimization system according to claim 57, wherein said triggering condition comprises a time remaining in a live event.

Claim 84 (currently withdrawn): The order optimization system according to claim 78, wherein said time remaining in a sporting event is determined from a plurality of game specific and historical game data.

Claim 85 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises a telephone call to a designated telephone number.

Claim 86 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises a telephone page to a designated pager.

Claim 87 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises an e-mail message to a designated e-mail address.

Claim 88 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises an instant message to a designated computer address.

Claim 89 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises a print out.

Claim 90 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises sounding an alarm on a personal digital assistant.

Claim 91 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises vibration on a personal digital assistant.

Claim 92 (previously withdrawn): The order optimization system according to claim 21, wherein said notification message comprises a visual display.

Claim 93 (previously withdrawn): The order optimization system according to claim 21, wherein said software enabled means for commanding a notification message comprises a notification database, wherein a specific notification means can be stored for a specific customer.

Claim 94 (previously withdrawn): The order optimization system according to claim 21, wherein said software enabled means for commanding a notification message comprises a notification database, wherein a specific notification means can be stored for a specific establishment employee.

Claim 95 (previously withdrawn): The order optimization system according to claim 21, wherein said software enabled means for commanding a notification message comprises a notification database, wherein a specific notification means can be stored for establishment employees based on job function.

Claim 96 (previously withdrawn): The order optimization system according to claim 21, wherein said software enabled means for commanding a notification message comprises means for determining when a specific notification message should be sent.

Claim 97 (previously withdrawn): The order optimization system according to claim 21, wherein said software enabled means for commanding a notification message comprises means for determining a customer's distance from a specified location and commanding said notification message based on an expected travel time to said specified location.

Claim 98 (previously withdrawn): The order optimization system according to claim 1, further comprising software enabled means for limiting the usage of a limiting resource.

Claim 99 (previously withdrawn): The order optimization system according to claim 98, wherein said software enabled means for limiting the usage of a limiting resource comprises charging a customer for the use of said limiting resource.

Claim 100 (previously withdrawn): The order optimization system according to claim 99, wherein said customer is charged based on an amount of time said customer uses said limiting resource.

Claim 101 (previously withdrawn): The order optimization system according to claim 100, wherein said amount of time is determined from manual entry of a start time and a stop time.

Claim 102 (previously withdrawn): The order optimization system according to claim 100, wherein said amount of time is determined from sensors activated by the use of said limiting resource.

Claim 103 (previously withdrawn): The order optimization system according to claim 100, further comprising means for displaying said amount of time to said customer.

Claim 104 (previously withdrawn): The order optimization system according to claim 100, further comprising means for electronically preparing said customer's bill.

Claim 105 (previously withdrawn): The order optimization system according to claim 1, further comprising means for tracking implements used to prepare said order.

Claim 106 (previously withdrawn): The order optimization system according to claim 105, wherein said means for tracking implements used to prepare said order comprises:

- means for establishing a unique identifier for each implement,
- means for reading said unique identifiers, and
- means for associating an implement with said order.

Claim 107 (previously withdrawn): The order optimization system according to claim 106, wherein said means for establishing a unique identifier for each implement, means for reading said unique identifiers, and means for associating an implement with said order comprises RF ID tags and RF ID detectors.

Claim 108 (previously withdrawn): The order optimization system according to claim 106, wherein said means for establishing a unique identifier for each implement, means for reading said unique identifiers, and means for associating an implement with said order comprises Bluetooth transmitters and receivers.

Claim 109 (previously withdrawn): The order optimization system according to claim 106, wherein said means for establishing a unique identifier for each implement, means for reading said unique identifiers, and means for associating an implement with said order comprises wireless Ethernet transmitters and receivers.

Claim 110 (previously withdrawn): The order optimization system according to claim 106, wherein said means for tracking implements used to prepare said order further comprises software enabled means for evaluating the order fulfillment process.

Claim 111 (previously withdrawn): The order optimization system according to claim 106, wherein said means for tracking implements used to prepare said order further comprises means to track a customer's use of said implements.

Claim 112 (previously withdrawn): The order optimization system according to claim 106, wherein said means for tracking implements used to prepare said order further comprises means for displaying an order fulfillment status.

Claim 113 (previously withdrawn): The order optimization system according to claim 112, wherein said means for tracking implements used to prepare said order further comprises:

means for displaying available order change options, and
means for allowing said customer to change said order.

Claim 114 (previously withdrawn): The order optimization system according to claim 1, wherein said order is intended for delivery to a customer, said system further comprising:

means for tracking the location of at least one delivery person,
means for predicting when a delivery person will be available to pick up said order, and
means for assigning said order to a delivery person.

Claim 115 (previously withdrawn): The order optimization system according to claim 114, wherein said system further comprises means for scheduling completion of said order to coincide with a delivery person's availability.

Claim 116 (previously withdrawn): The order optimization system according to claim 114, wherein said system further comprises means for notifying said delivery person of assignments.

Claim 117 (previously withdrawn): The order optimization system according to claim 116, wherein said system further comprises means for notifying said delivery person of delivery instructions.

Claim 118 (previously withdrawn): The order optimization system according to claim 114, wherein system further comprises means for monitoring the safety of a delivery person.

Claim 119 (previously withdrawn): The order optimization system according to claim 114, wherein a plurality of delivery persons are organized into a virtual delivery team for a plurality of establishments.

Claim 120 (previously withdrawn): The order optimization system according to claim 114, wherein a plurality of supplemental delivery persons in a hybrid delivery team are used in addition to a plurality of regular delivery persons.

Claim 121 (previously withdrawn): The order optimization system according to claim 120 where in said plurality of supplemental delivery persons comprise taxi-cab drivers.

Claim 122 (original): An order optimization method, comprising:

- communicating an order from a device to an establishment computer,
- receiving said order,
- assigning resources to said order, and
- commanding the fulfillment of said order.

Claim 123 (previously withdrawn): The order optimization method according to claim 122, further comprising communicating with a financial institution and processing payment electronically.

Claim 124 (currently withdrawn): The order optimization method according to claim 122, wherein said device communicates with said establishment computer via a network protocol.

Claim 125 (currently withdrawn): The order optimization method according to claim 124, wherein said network protocol is a wireless Ethernet network.

Claim 126 (currently withdrawn): The order optimization method according to claim 124, wherein said network protocol is a telephone network.

Claim 127 (currently withdrawn): The order optimization method according to claim 124, wherein said network protocol is an Internet connected network.

Claim 128 (currently withdrawn): The order optimization method according to claim 122, wherein said device is a kiosk comprising a computer, a display, and a means for receiving input.

Claim 129 (original): The order optimization method according to claim 122, wherein said device is a telephone.

Claim 130 (currently withdrawn): The order optimization method according to claim 129, wherein said telephone is a cellular telephone.

Claim 131 (currently withdrawn): The order optimization method according to claim 129, wherein said telephone communicates with said establishment computer via an interactive voice response system.

Claim 132 (currently withdrawn): The order optimization method according to claim 130, wherein said cellular telephone communicates with said establishment computer via an interactive voice response system.

Claim 133 (currently withdrawn): The order optimization method according to claim 122, wherein said device is a personal digital assistant.

Claim 134 (currently withdrawn): The order optimization method according to claim 122, wherein said device is a personal computer.

Claim 135 (previously withdrawn): The order optimization method according to claim 122, wherein said method further comprises determining and transmitting information regarding the location of said device.

Claim 136 (previously withdrawn): The order optimization method according to claim 135, wherein determining device location comprises tracking said device via a global positioning system.

Claim 137 (previously withdrawn): The order optimization method according to claim 135, wherein said determining device location comprises tracking said device via a satellite-based radio positioning system.

Claim 138 (previously withdrawn): The order optimization method according to claim 135, wherein said determining device location comprises tracking said device via cellular tower triangulation.

Claim 139 (previously withdrawn): The order optimization method according to claim 135, wherein said determining device location comprises reading the location of an RF ID tag associated with said device.

Claim 140 (previously withdrawn): The order optimization method according to claim 135, wherein said method further comprises commanding a notification message.

Claim 141 (currently withdrawn): The order optimization method according to claim 122, wherein receiving said order comprises using a telephony system, wherein said order is input via keypad selections.

Claim 142 (original): The order optimization method according to claim 122, wherein receiving said order comprises using a telephony system, wherein said order is input via audible communication.

Claim 143 (currently withdrawn): The order optimization method according to claim 141, wherein receiving said order comprises identifying a customer placing said order, and said telephony system comprises a memory, and software enabled means for querying said memory for said customer's previous order history and order preferences.

Claim 144 (currently withdrawn): The order optimization method according to claim 143, wherein identifying a customer placing said order comprises an inputted personal identification number.

Claim 145 (currently withdrawn): The order optimization method according to claim 143, wherein identifying a customer placing said order comprises identifying the telephone number being used to access said telephony system.

Claim 146 (currently withdrawn): The order optimization method according to claim 143, wherein receiving said order further comprises offering said customer a preferred order.

Claim 147 (currently withdrawn): The order optimization method according to claim 143, wherein receiving said order further comprises offering said customer a previously ordered order.

Claim 148 (currently withdrawn): The order optimization method according to claim 143, wherein receiving said order further comprises offering said customer a predetermined order associated with said customer.

Claim 149 (original): The order optimization method according to claim 122, wherein receiving said order comprises displaying a series of hierachal menus on a visual display.

Claim 150 (original): The order optimization method according to claim 122, wherein assigning resources to said order comprises determining the availability of at least one limiting resource necessary to fulfill said order.

Claim 151 (original): The order optimization method according to claim 150, wherein determining the availability of at least one limiting resource necessary to fulfill said order comprises referring to a look-up table comprising information that associates different types of limiting resources with different types of orders.

Claim 152 (original): The order optimization method according to claim 150, wherein assigning resources to said order comprises determining a set of components for said order, and determining the availability of at least one limiting resource necessary to fulfill each of said order components.

Claim 153 (original): The order optimization method according to claim 152, wherein determining the availability of at least one limiting resource necessary to fulfill said order components comprises referring to a look-up table comprising information that associates different types of limiting resources with different order components.

Claim 154 (previously withdrawn): The order optimization method according to claim 151, wherein assigning resources to said order further comprises matching an order, or component thereof, to a limiting resource.

Claim 155 (previously withdrawn): The order optimization method according to claim 154, wherein matching an order, or component thereof, to a limiting resource comprises matching an order, or component thereof, to a limiting resource according to optimization rules.

Claim 156 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise assigning an available resource to an earliest placed order in a set of pending orders.

Claim 157 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise minimizing idle time for said limiting resources.

Claim 158 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise maximizing order throughput.

Claim 159 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise minimizing total customer wait time.

Claim 160 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise maximizing establishment employee utilization.

Claim 161 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise maximizing delivery driver utilization.

Claim 162 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise valuing time as a function of time.

Claim 163 (previously withdrawn): The order optimization method according to claim 155, wherein said optimization rules comprise optimizing service to customers having differing service levels.

Claim 164 (currently withdrawn): The order optimization method according to claim 122, wherein commanding the fulfillment of said order comprises determining a starting time for preparing each order, or component thereof.

Claim 165 (currently withdrawn): The order optimization method according to claim 164, wherein determining a starting time for preparing each order, or component thereof, comprises estimating an arrival time of a customer at an establishment and determining a starting time for preparing each order, or component thereof, such that order completion coincides with said customer's estimated arrival time.

Claim 166 (currently withdrawn): The order optimization method according to claim 164, wherein determining a starting time for preparing each order, or component thereof, comprises estimating an arrival time of a delivery driver at an establishment and determining a starting time for preparing each order, or component thereof, such that order completion coincides with said driver's estimated arrival time.

Claim 167 (currently withdrawn): The order optimization method according to claim 166, wherein estimating an arrival time of said customer comprises tracking said customer's location.

Claim 168 (currently withdrawn): The order optimization method according to claim 166, wherein estimating an arrival time of said customer comprises tracking said customer's location, direction, and speed of travel.

Claim 169 (currently withdrawn): The order optimization method according to claim 166, wherein estimating an arrival time of said delivery driver comprises tracking said delivery driver's location.

Claim 170 (currently withdrawn): The order optimization method according to claim 166, wherein estimating an arrival time of said delivery driver comprises tracking said driver's location, direction, and speed of travel.

Claim 171 (currently withdrawn): The order optimization method according to claim 166, wherein estimating an arrival time of said customer comprises tracking a vehicle on or in which said customer is traveling.

Claim 172 (currently withdrawn): The order optimization method according to claim 171, wherein tracking a vehicle on or in which said customer is traveling comprises tracking said vehicle's location, direction, and speed of travel.

Claim 173 (currently withdrawn): The order optimization method according to claim 171, wherein said vehicle is an airplane and estimating an arrival time of said customer comprises estimating the time spent deplaning and traveling from an arrival gate.

Claim 174 (currently withdrawn): The order optimization method according to claim 166, wherein estimated arrival time is a limiting resource.

Claim 175 (currently withdrawn): The order optimization method according to claim 169, wherein estimated arrival time is a limiting resource.

Claim 176 (currently withdrawn): The order optimization method according to claim 122, wherein commanding the fulfillment of said order comprises determining whether a triggering condition is satisfied.

Claim 177 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a customer's arrival at a predetermined location.

Claim 178 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a delivery driver's arrival at a predetermined location.

Claim 179 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a delivery driver's proximity to a predetermined location.

Claim 180 (currently withdrawn): The order optimization method according to claim 176, wherein commanding the fulfillment of said order comprises notifying the customer when the delivery driver is within a predetermined distance from a predetermined location.

Claim 181 (currently withdrawn): The order optimization method according to claim 176, wherein commanding the fulfillment of said order comprises changing an ON/OFF state of an electrical device.

Claim 182 (currently withdrawn): The order optimization method according to claim 122 wherein commanding the fulfillment of said order comprises sending notification to a device of a delivery driver associated with said order.

Claim 183 (original): The order optimization method according to claim 122, wherein commanding the fulfillment of said order comprises maximizing the productivity of a delivery driver associated with said order.

Claim 184 (original): The order optimization system according to claim 183, wherein maximizing the productivity of a delivery driver associated with said order comprises sending notification of an assigned, an un-assigned and a re-assigned order, to a device of said delivery driver.

Claim 185 (currently withdrawn): The order optimization method according to claim 122, wherein commanding the fulfillment of said order comprises sending a customer a notification upon delivery of said order.

Claim 186 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a time remaining in a sporting event.

Claim 187 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a score in a sporting event.

Claim 188 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises an event in a sporting event.

Claim 189 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a completion of the preparation of all of the meals assigned to a particular delivery driver's delivery run.

Claim 190 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a time remaining in a televised event.

Claim 191 (currently withdrawn): The order optimization method according to claim 176, wherein said triggering condition comprises a time remaining in a live event.

Claim 192 (currently withdrawn): The order optimization method according to claim 186, wherein said time remaining in a sporting event is determined from a plurality of game specific and historical game data.

Claim 193 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises a telephone call to a designated telephone number.

Claim 194 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises a telephone page to a designated pager.

Claim 195 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises an e-mail message to a designated e-mail address.

Claim 196 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises an instant message to a designated computer address.

Claim 197 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises a print out.

Claim 198 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises sounding an alarm on a personal digital assistant.

Claim 199 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises vibration on a personal digital assistant.

Claim 200 (previously withdrawn): The order optimization method according to claim 140, wherein said notification message comprises a visual display.

Claim 201 (previously withdrawn): The order optimization method according to claim 140, wherein commanding a notification message comprises referencing a notification database, wherein a specific notification method can be stored for a specific customer.

Claim 202 (previously withdrawn): The order optimization method according to claim 140, wherein said commanding a notification message comprises referencing a notification database, wherein a specific notification method can be stored for a specific establishment employee.

Claim 203 (previously withdrawn): The order optimization method according to claim 140, wherein commanding a notification message comprises referencing a notification database, wherein a specific notification method can be stored for establishment employees based on job function.

Claim 204 (previously withdrawn): The order optimization method according to claim 140, wherein commanding a notification message comprises determining when a specific notification message should be sent.

Claim 205 (previously withdrawn): The order optimization method according to claim 140, wherein commanding a notification message comprises determining a customer's distance from a specified location and commanding said notification message based on an expected travel time to said specified location.

Claim 206 (previously withdrawn): The order optimization method according to claim 122, further comprising limiting the usage of a limiting resource.

Claim 207 (previously withdrawn): The order optimization method according to claim 206, wherein said limiting the usage of a limiting resource comprises charging a customer for the use of said limiting resource.

Claim 208 (previously withdrawn): The order optimization method according to claim 207, wherein charging a customer for the use of said limiting resource comprises determining an amount of time said customer uses said limiting resource and charging said customer based on said amount of time said customer uses said limiting resource.

Claim 209 (previously withdrawn): The order optimization method according to claim 208, wherein determining said amount of time comprises entering manually a start time and a stop time.

Claim 210 (previously withdrawn): The order optimization method according to claim 208, wherein said determining said amount of time comprises sensing the use of said limiting resource.

Claim 211 (previously withdrawn): The order optimization method according to claim 208, further comprising displaying said amount of time to said customer.

Claim 212 (previously withdrawn): The order optimization method according to claim 122, further comprising tracking implements used to prepare said order.

Claim 213 (previously withdrawn): The order optimization method according to claim 212, wherein said tracking implements used to prepare said order comprises:

- establishing a unique identifier for each implement,
- reading said unique identifiers, and
- associating an implement with said order.

Claim 214 (previously withdrawn): The order optimization method according to claim 213, wherein tracking implements used to prepare said order further comprises evaluating the order fulfillment process.

Claim 215 (previously withdrawn): The order optimization method according to claim 213, wherein tracking implements used to prepare said order further comprises tracking a customer's use of said implements.

Claim 216 (previously withdrawn): The order optimization method according to claim 213, wherein tracking implements used to prepare said order further comprises displaying an order fulfillment status.

Claim 217 (previously withdrawn): The order optimization method according to claim 216, wherein tracking implements used to prepare said order further comprises:

- displaying available order change options, and
- allowing said customer to change said order.

Claim 218 (previously withdrawn): The order optimization method according to claim 216, wherein said order is intended for delivery to a customer, said method further comprising:

- tracking the location of at least one delivery person,
- predicting the when a delivery person will be available to pick up said order, and
- assigning said order to a delivery person.

Claim 219 (previously withdrawn): The order optimization method according to claim 218, wherein said system further comprises means for scheduling completion of said order to coincide with a delivery person's availability.

Claim 220 (previously withdrawn): The order optimization method according to claim 218, wherein said method further comprises notifying said delivery person of assignments.

Claim 221 (previously withdrawn): The order optimization method according to claim 220, wherein said method further comprises notifying said delivery person of delivery instructions.

Claim 222 (previously withdrawn): The order optimization method according to claim 218, wherein system further comprises monitoring the safety of a delivery person.

Claim 223 (previously withdrawn): The order optimization method according to claim 218, wherein a plurality of delivery persons are organized into a virtual delivery team for a plurality of establishments

Claim 224 (previously withdrawn): The order optimization method according to claim 218, wherein a plurality of supplemental delivery persons in a hybrid delivery team are used in addition to a plurality of regular delivery persons.

Claim 225 (previously withdrawn): The order optimization method according to claim 224 where in said plurality of supplemental delivery persons comprise taxi-cab drivers.